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| **Department:** | **4.2 Quality and Curriculum** |
| **Activity:** | **4.2.13 Information, Advice and Guidance (IAG) Policy** |

## Document History

| Issue | Issue Date | Author | Revision Notes |
|---|---|---|---|
| v1 | 19/04/2022 | Donna Williams | New |
| v2 | 08/08/2022 | Dave McMillan | Review and update. Removed reference to ALP provision and IAG Lead |
| v3 | 22/02/2023 | Donna Williams<br>Debbie Harris | Review responsibilities |
| v4 | 14/11/2023 | Michelle Phoenix | Removed EU logo |
| v5 | 01/02/2024 | Donna Williams | Review against new Matrix Standard |
| V6 | 2/8/2024 | Michelle Phoenix<br>Debbie Harris | Review against Matrix recommendations added CT Skills core values |
| V7 | 25/09/2025 | Michelle Phoenix | Logo |
| V8 | 13/10/2026 | Michelle Phoenix | Footer, changes in responsibilities, IAG obs removed for quality staff in the table of staff training |

## Policy Statement

It is the Policy of CT Skills to ensure that all learners have access to high quality, impartial Information, Advice and Guidance (IAG) to enable them to make informed decisions, to achieve their full potential and succeed and progress in life. The support and guidance we offer our learners will be based on their individual circumstances and need and will be focussed on our commitment to ensure we recruit

***"the right learner, onto the right programme, at the right time."***

We will work proactively with employers, networks, and other stakeholders to ensure this commitment is met, including the effective use of signposting where we are not able to meet the needs of individual learners.

Our passion is to give people the skills and confidence they need to succeed by promoting and following five core values: PRAISE **P**ride **R**espect **A**ccountability **I**ntegrity & **S**ervice **E**xcellence.

## Policy Scope

This Policy encompasses all CT Skills Business Development, Delivery. Quality Assurance and Support Services, and the relevant activities that impact the delivery of IAG at all stages of the learner journey.

## Policy Purpose

This policy is implemented in accordance with the nationally recognised Matrix Standard (www.matrixstandard.com) and the Gatsby Benchmarks (www.gatsby.org.uk) and we will adhere to the key principles we will adhere to the key principles:

Matrix:

- **Purpose** - our service has clearly defined and measurable aims and objectives, is linked to organisational and business objectives and ensures the safety and well-being of everyone involved
- **Resources** – our service is provided by staff with up-to-date knowledge, skills and experience who are committed to achieving the best and most appropriate outcomes for individuals and the organisation
- **Offer** - our service is clearly defined, accessible and visible, so learners, employers and stakeholders are clear about what they might expect
- **Delivery** - our service is delivered effectively and tailored to meet the needs of everyone
- **Outcomes for Individuals** - we monitor and evaluate learner outcomes to support and improve our service delivery
- **Impact for the Organisation** - We clearly define learner outcomes and use them as a measure of success for our service
- **Continuous Improvement** - we measure and evaluate our service against the stated aims and objectives and identify improvements

Gatsby:

- **A stable careers programme –** all learners have access to CT Skills Career Hub preparing for their next steps.
- **Learning from career and labour market information –** links to external impartial career services such as the National Careers Service are promoted throughout the learner's journey.
- **Addressing the needs of each learner –** learners are supported by their assessor, tutor and customer service team throughout their journey to plan next steps.
- **Linking curriculum learning to careers –** all curriculum areas have career maps to support learners to explore sector progression
- **Encounters with employers and employees** - learners will work alongside employers to develop the skills they need for the workplace.
- **Experience of workplaces-** learners have planned opportunities working in their chosen sector or given information on relevant sector's
- **Encounters with further and higher education** – learners are given information via our Careers hub on how they can arrange a meeting with other further education providers.
- **Personal Guidance –** learners are given career information advice and guidance personal to them throughout their programme of study. The Careers Hub supports learners to access expert career advisors through the National Career Service.

In line with these principles, our aim is to ensure that:

- We plan and deliver a curriculum that meets the needs of local labour markets and linked to skills development, careers and job opportunities
- All learners, potential learners, employers, and stakeholders have access to up-to-date information, advice and guidance
- IAG services meet the relevant quality standards

- We address the needs of each individual learner, signposting to other, relevant opportunities, when necessary
- Learners are engaged, retained, and achieve outcomes appropriate to their needs
- All learners receive current, accurate and quality assured information, advice, and guidance, which is inclusive and allows informed choices to be made
- We collect, use, and share data and feedback to continually review and improve the service

## Responsibilities

### *Head of Quality & Curriculum*

- Oversee the effective and efficient implementation and ongoing review of the IAG Policy
- Monitor, review and share stakeholder feedback and ensure its effective use in informing improvements
- Manage the quality assurance of all IAG processes
- Lead on Matrix accreditation and CIC's
- Help develop better processes and shape policy
- Update the organisation on the successful implementation and monitoring of CT Skills IAG services

### *Head of Operations & Operational Delivery Managers*

- Monitor the IAG services within their team
- Ensure that staff are inducted and trained in IAG services
- Support continuous improvement processes
- Help develop better processes and shape policy

### *Quality Lead*

- Agree IAG improvement plans with the Head of Quality and Curriculum
- Inform and update the Head of Curriculum on risks and areas of improvement
- Support the Partnership Manager in reviewing the quality of IAG arrangements with sub-contractors
- Support and develop continuous improvement processes
- Undertake internal quality assurance activities across all IAG services in all areas of the business including subcontractors
- Carry out quality assurance activities and observation across the business
- Provide timely, constructive, and developmental feedback and maintain accurate records of activity
- Ensure the accuracy and currency of IAG resources, making any necessary updates and communicating changes to the wider team

### *Curriculum Development Leads*

- Carry out quality assurance activities and observation across the apprenticeship provision
- Identify and shares areas of good practice
- Provide timely, constructive, and developmental feedback and maintain accurate records of activity
- Provide training to support the development of Trainer assessors
- Help develop better processes

### *Business Development and Delivery Staff*

- Deliver a high-quality IAG service

- Take part in relevant CPD activities to maintain up to date knowledge of CT Skills IAG services
- Help develop better processes
- Refer and signpost where necessary

## Management of IAG Services

### *Currency*

All information resources will be reviewed regularly to ensure they are accurate, up to date and in line with business objectives. Regular contact with partners and other stakeholders will further ensure information is managed effectively.

### *Equality and Diversity*

CT Skills will ensure that all resources are reviewed regularly, inclusive, accessible, and comply with our Equality and Diversity Policy.

### *Evaluation – CT Skills will:*

- Collect written feedback on all areas of its IAG services and at all stages of the learner journey
- Review and share the information received and ensure it is used to improve the IAG services provided
- Share with learners and stakeholders how their feedback has supported changes with the IAG services provided

### *Compliments, Comments and Complaints – CT Skills will:*

- Treat complaints about our services in a serious and respectful way
- Ensure any compliments, comments and complaints are recorded and dealt with in line with procedure
- Discuss the nature of any feedback at team meetings
- Use any feedback to share good practice, inform developments and identify areas of improvement

### *Signposting*

Where the services offered by CT Skills are not appropriate to meet the individual needs of learners, CT Skills will ensure that appropriate onward signposting to other, relevant organisations or agencies. Where it is believed a learner would benefit from the services of another organisation the learner should clearly be informed of:

- The reason, and why the alternative organisation or agency can better support them
- The contact details of the organisation

### *Confidentiality*

All information gathered during discussions with a learner should be regarded as confidential. Any limitations regarding confidentiality should be made clear to the learner at the earliest possible stage including where a learner discloses information that leads staff to believe the learner or others may be at risk of significant physical, sexual, or emotional harm or neglect.

In other cases where staff consider it useful to the learner to disclose information to a third party, staff will gain consent from the learner to do so.

**Staff Training**

CT Skills is committed to the ongoing development of its staff and its service. Regular training and development activities will ensure staff have the up-to-date skills and knowledge to effectively deliver to the service and contribute to its continuous improvement.

All staff will receive IAG Training and CPD as follows:

| | Delivery Teams | Curriculum Development Teams | Business Development Teams |
|---|---|---|---|
| IAG Awareness Training | ✓ | ✓ | ✓ |
| Team meeting updates | ✓ | ✓ | ✓ |
| Facilitated CPD activities | ✓ | ✓ | ✓ |
| Observations of IAG | ✓ | | ✓ |

**IAG Touch Points**

